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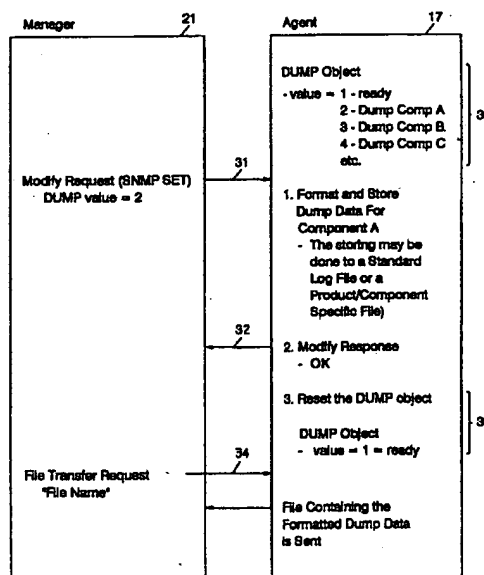
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(54) **Network management with acquisition of formatted dump data from remote process**

(57) A method of selectively obtaining formatted dump data from a remote software product (18) employs an open Manager-Agent concept, where the Agent (17) is represented by the remote software product (18) and the Manager is represented by the local customer/vendor management station (21). A dump object is defined; this object exists at the Agent (17) and is exposed to Manager (21) for modification, e.g., specification of a value. Modification of the dump object by the Manager (21) will cause the Agent (17) to selectively create/store a formatted storage dump for one or more of software products components (18). The Manager (21) retrieves the formatted dump data from the Agent (17) using a standard/open file transfer mechanism; since the dump data is formatted at the Agent (17) (rather than by the receiver, i.e., manager (21)) the problem of transmitting large amounts of data across a network is minimized or eliminated. This method is product and product-level independent; since the Manager (21) and Agent (17) interactions do not involve product-specific logic, it can be used to selectively obtain formatted dump data from any software product, and, since the formatting is done by the Agent (17), there is no problem in matching the level of the format routine to the product level. The Manager-Agent interactions are network management protocol independent, and may use a standard such as SNMP.

**FIG. 2**



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# EUROPEAN SEARCH REPORT

Application Number

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Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.6)
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			TECHNICAL FIELDS SEARCHED (Int.Cl.6)
			G06F H04L
The present search report has been drawn up for all claims			
Place of search		Date of completion of the search	Examiner
THE HAGUE		2 February 1999	Cichra, M
<p>CATEGORY OF CITED DOCUMENTS</p> <p>X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document</p> <p>T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons &amp; : member of the same patent family, corresponding document</p>			

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